



Job Title	Service Desk Agent
Directorate	E-Government Services
Department	Service Delivery
Reporting to	Service Desk Supervisor
Salary Grade	N6
Jobs that report to this role	N/A
Job Purpose	
Provide first-level ICT support to Government Ministries, Departments, and Agencies (MDAs) promptly, in accordance with the NITA-U service management framework.	
Key Accountabilities	
<ul style="list-style-type: none"> i. Provide first-level technical support via phone, email, and remote access for MDA ICT-related incidents and service requests, and escalate complex issues to second-level or expert teams in line with escalation procedures. ii. Deliver first-level guidance on software installation and configuration (e.g., client applications, antivirus utilities, printer drivers) to facilitate smooth system use and adoption. iii. Ensure timely escalation of Tier 2 issues to relevant support teams within defined Operational Level Agreement (OLA) and Service Level Agreement (SLA) timelines; escalate enterprise-solution issues to the Enterprise Solutions Support Team. iv. Liaise with relevant units, teams, and functions within NITA-U to coordinate service delivery activities and monitor OLA/SLA compliance. v. Maintain and update the issue and request log, ensuring all incidents and service requests are accurately and promptly recorded in the central IT Service Management (ITSM) system. vi. Provide timely feedback to internal and external users on incident resolution, service requests, changes, and planned outages to ensure effective communication and user satisfaction. vii. Perform any other duties as may be assigned from time to time by the supervisor. 	
Position Requirements	

<p>Education</p> <ul style="list-style-type: none"> I. Minimum qualification of Bachelor's Degree in Computer Science, Information Systems, Information Technology, Software Engineering, or a similar field from a recognized university II. Professional certification in ITIL and other relevant IT certifications, such as MCSE, MCSA, CCNA, etc., will be an added advantage.
<p>Experience</p> <p>Minimum of two (2) years of demonstrated experience providing first-level technical support within a large enterprise or institutional ICT environment, preferably through a Service Desk or Help Desk function using IT Service Management (ITSM) tools and frameworks.</p>
<p>Technical Expertise</p> <ul style="list-style-type: none"> I. Proven experience providing first-level technical support in large enterprise environments using ITSM tools. II. Good understanding of ITIL v4 service operations, including incident logging, escalation, and SLA tracking. III. Strong troubleshooting skills for hardware, software, and network issues across Windows and basic network protocols (TCP/IP, DNS, DHCP). IV. Demonstrated ability to deliver customer-focused end-user support and maintain accurate service logs and reports. V. Awareness of cybersecurity best practices and data protection standards (ISO/IEC 27001). VI. Excellent communication, teamwork, and problem-solving abilities
<p>Nature and Scope</p>
<p>Interpersonal Skills</p> <ul style="list-style-type: none"> i. Excellent communication and active listening skills to effectively interact with end users, technical teams, and management. ii. Ability to maintain a professional, customer-oriented attitude when handling user requests or incidents. iii. Strong teamwork and collaboration skills to coordinate with internal ICT teams and external service providers. iv. Proven ability to explain technical information clearly to non-technical users. v. Demonstrates patience, empathy, and adaptability in high-demand or time-sensitive situations.
<p>Level of responsibility -</p> <ul style="list-style-type: none"> i. No direct supervisory responsibilities